

MICROSOFT MASTER PREMIER SUPPORT AGREEMENT

Microsoft Agreement #00-11221

TYPE OF CONTRACT: Master Premier Support Terms and Conditions Agreement

CUSTOMER: State of Louisiana agencies, department and political subdivisions

SCOPE: Eliminates the need for agencies to negotiate terms and conditions for their individual service agreements for technical support. Also, small agencies can piggy-back services with larger agencies to share technical incidents, or they can sign up for a smaller number of incidents, resulting in a lower overall buy-in level cost.

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